



County of Los Angeles
CHIEF ADMINISTRATIVE OFFICE

713 KENNETH HAHN HALL OF ADMINISTRATION • LOS ANGELES, CALIFORNIA 90012
(213) 974-1101
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DAVID E. JANSSEN
Chief Administrative Officer

June 20, 2006

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

**RECOMMENDATION TO AUTHORIZE REIMBURSEMENT FOR PURCHASE OF A
MANAGEMENT SOFTWARE SYSTEM BY 211 LA COUNTY
(ALL DISTRICTS – 3 VOTES)**

IT IS RECOMMENDED THAT YOUR BOARD:

1. Authorize the Chief Administrative Officer to reimburse 211 LA County for the purchase of a Workforce Management System in an amount not to exceed \$108,400.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

211 LA County has an existing Agreement with the County to provide general and specialized information and referral (I&R) services through the 211 dialing code. 211 LA County also maintains the I&R database, Elder Abuse Hotline, and the Safely Surrendered Baby Hotline.

The Workforce Management System will enable 211 LA County to more efficiently forecast budget and personnel requirements, analyze performance data to achieve desired results, and meet staff training needs by providing Web-based learning modules. In addition, the Workforce Management System will allow staff of 211 LA County to respond, from remote locations, to requests for assistance from County residents in emergency situations.

Board of Supervisors
GLORIA MOLINA
First District

YVONNE B. BURKE
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

Implementation of Strategic Plan Goals

The recommended action is consistent with the principles of the Los Angeles County Strategic Plan Goal No.1: Service Excellence - to provide the public with easy access to quality information and services that are both beneficial and responsive.

FISCAL IMPACT/FINANCING

In Fiscal Year (FY) 2005-06, your Board approved a Provisional Financing Uses (PFU) allocation of \$911,000 for 211 implementation. As part of the FY 2006-07 Final Changes, there will be a recommendation to transfer \$109,000 from PFU to Non-Departmental Special Accounts (NDSA). The Chief Administrative Office (CAO) will return to your Board with a recommendation should the remaining FY 2006-07 PFU balance of \$802,000 for 211 LA County be required for additional technology upgrades and/or accommodation of call capacity increases during the term of the Agreement. Otherwise, the PFU balance will be maintained as a reserve for further enhancements during the next Agreement period.

FACTS AND PROVISIONALS/LEGAL REQUIREMENTS

211 LA County has been designated by the California Public Utilities Commission as the provider of 211 I&R services for the County of Los Angeles.

On June 21, 2005, your Board delegated authority to the CAO to negotiate and execute an Agreement with the Information and Referral Federation of Los Angeles County (211 LA County) to provide 211 general and specialized I&R services for the County of Los Angeles. At that time, the CAO informed your Board that this Office would return, if needed, with a recommendation that a portion of the \$911,000 in PFU funds be used for the acquisition of additional technology and/or provide additional call capacity during the term of the Agreement.

The current contract will expire on June 30, 2006. The CAO, within its delegated authority, will execute month-to-month extensions of the Agreement with 211 LA County for an additional six month period effective July 1, 2006 through December 31, 2006, pending development of a long-term Agreement extension.

The CAO is requesting that your Board authorize the reimbursement to 211 LA County for the purchase of the Workforce Management System.

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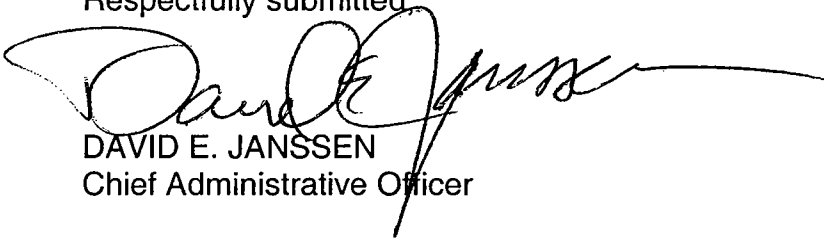
IMPACT ON CURRENT SERVICE

The recommended action will enhance 211 LA County's operational efficiency and thereby improve customer service.

CONCLUSION

At such time as the recommendations are approved by your Board, please instruct the Executive Officer, Board of Supervisors to return one adopted, stamped Board Letter to the Chief Administrative Office, Office of Unincorporated Area Services and Special Projects.

Respectfully submitted,



DAVID E. JANSSEN
Chief Administrative Officer

DEJ:MKZ
DP:AG:

c: County Counsel
Chief Information Officer
Director of Children and Family Services
Director of Community and Senior Services
Director and Chief Medical Officer of Health Services
Director of Mental Health
Director of Public Social Service Services
Director of Internal Services
Executive Director of 211 LA County